



Keeping the heart 



WELCOME PACK

PLAN MANAGEMENT SERVICES



“ Welcome to Magenta Community Services. We are founded on the principles of compassion, kindness and cooperation, and propelled by a heartfelt vision to make a genuine difference to the lives of others. ”

AT MAGENTA, WE CARE ABOUT PEOPLE

Whether it's the people we support, their families and guardians, our team members or the communities we work in - compassion, kindness and cooperation underpin everything we do.

We believe in the power and importance of personal choice.

Our team works alongside people with a disability and older Australians, and their families and guardians to provide individualised and flexible services. This means that we work with you to provide the support you need when you need it.

Whether you need support in your home, coordination of services, help to stay connected, plan management, or something else - we can help.

We are a registered provider of the National Disability Insurance Scheme (NDIS) and Support at Home Packages. Our team works with people of all ages across communities in Central and Southern Queensland and the New England and Northern Rivers regions of New South Wales. Collectively we support nearly 600 people each year.

“ We know that navigating the NDIS can be confusing, and we try to guide you through the process. If you have a question, please ask our team. ”

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OUR STORY

In 2013, Magenta Community Services was established by Jonny Iuso in the Northern Rivers region of New South Wales. Driven by her passion and dedication, her vision centred around the provision of personalised and accessible services that focus on people.

The organisation became a vehicle for accessing National Disability Insurance Scheme (NDIS) and Aged Care services, now called Support at Home Services.

Jonny's connection to the disability and community sectors stems much deeper than her 30 plus years of professional experience.

It embodies her life work and the memory of her daughter, Emily.

Born in 1992 with major health complications and diagnosed with a disability, Emily tragically passed away in 1996 leaving a legacy that inspired the creation of Magenta Community Services.

With firsthand experience as a carer, Jonny understood the unique challenges faced by loved ones on a daily basis. This also extended to Aged Care with Jonny caring for her mother before she passed away. Personal experiences were the driving force behind her vision to create an organisation that placed a high value on people and embraced a personal approach to services.

Passion and determination culminated in 2013, and Jonny took a leap of faith to establish Magenta. When the doors opened in July, services supported one person. Fast forward to today and Magenta supports over 600 people annually across multiple regions. Today Jonny sits on the Magenta Advisory Board, and her son Liam is a Support Worker. Magenta Community Services is proud of its grassroots history. A history that embodies compassion, kindness and cooperation, and is propelled by a heartfelt vision to make a genuine difference to the lives of others.

IT'S ALL IN OUR NAME

The name, **Magenta Community Services**, has a colourful history.

A colour of universal harmony and emotional balance, it is spiritual yet practical, encouraging common sense and a balanced outlook on life. The colour's intention is to create harmony and balance in every aspect of life; physically, mentally, emotionally and spiritually. A combination of red and violet, magenta connects the passion, power and energy of red, restrained by the introspection and quiet energy of violet. Magenta influences our whole personal and spiritual development. It strengthens our intuition and psychic ability while assisting us to rise above the everyday dramas to experience a greater level of awareness and knowledge.

WHAT MAKES US DIFFERENT



DEDICATED, LOCAL TEAM

Our team is based in Queensland and are easily contactable via phone and email during business hours. We also have physical offices that you can visit.



PUTTING YOU IN CONTROL

We listen, your NDIS plan is about you, and we support you to exercise choice and control over how you spend your NDIS budgets.



UNCOMPLICATED FEES

Our fees are consistent with the NDIS Price Guide, which means there are no hidden surprises.



ACCOUNTABILITY

You receive an easy-to-read monthly statement and budget updates, keeping you in the loop about your account.

OUR NDIS SERVICES EXPLAINED

We are a NDIS partner in the community, and this means that we can support you to navigate the NDIS and provide a range of services. Whether you need help to manage daily living, support with personal care, therapy assistance or something else, we can help. **We are an approved provider of the following NDIS support items:**



Assistance in Coordinating or Managing Life Stages, Transitions and Supports:

This includes support such as assisting you to develop and maintain a budget and planning purchases.



Capacity Building:

This includes support such as assisting you to access and maintain employment and develop life skills.



Core Support:

This includes support such as assisting you with daily tasks, shared living, personal activities, group and centre activities, household tasks and community participation.



Plan Management:

This includes the management of funding supports, including the set-up and ongoing maintenance.



Support Coordination:

This includes support such as connecting you with other supports, helping you to understand your Plan and assisting you to engage and coordinate providers.



Supported Independent Living:

This includes assisting with and/or supervising tasks of daily life to develop skills needed to live as autonomously as possible.

HOW WE WORK WITH YOU

Our Model of Support places you in the centre. This means that you are in control of how you spend your NDIS budgets and make your own choices. Your plan management team consists of a small and dedicated group of plan managers. Together, they take the time to get to know you, understand how you want to manage your plan and navigate the NDIS network.

Our Model of Support



Your Magenta Plan Management Team

Our dedicated Plan Management Team works with you to help manage your plan in a way you feel comfortable with. We keep you in the loop about your NDIS budgets, monies spent and more.

Your Service Providers

Our Team works collaboratively with your Service Providers to manage the administrative tasks that come with your NDIS plan. This includes receiving invoices, seeking your approval and coordinating payments.

OUR PRICING EXPLAINED

Our fees are consistent with the NDIS Price Guide. For more information, including the latest for pricing updates, visit www.ndis.gov.au Use the search bar at the top of the page and look up. "Understanding the NDIS Price Guide."

As part of our service, we provide you with an easy-to-read monthly statement and regular budget updates, so you know if you are under-or-over utilising your budgets.

YOUR RIGHTS AND RESPONSIBILITIES EXPLAINED

“ To start providing you with the services you need, we first need to explain your rights and responsibilities. If you have any questions or concerns about any of the following, please get in touch with our team.

Firstly, we want you to know that you always have the right to nominate a support person/advocate. Let us share some more information about this. ”

OUR APPROACH TO ADVOCACY & DECISION MAKING

At Magenta Community Services, we are committed to ensuring that you have access to a support person / advocate of your choice during all stages of the services delivery process. We adhere to the United Nations (UN) Convention on the Rights of People with Disabilities and the UN Convention on the Rights of Older Persons, which means that we respect your rights, including your right to independence, participation, care, self-fulfillment and dignity.

Our advocacy principles mean that:

You are encouraged to be fully involved in decisions regarding your care plan.

We support and acknowledge that advocacy is essential when a person needs support to make decisions.

We believe advocacy helps prevent abuse, neglect and discrimination, and enhances your rights and dignity.



SOME COMMON QUESTIONS ANSWERED

Who is a support person?

A support person may assist you in your negotiations with our service. This may include interpreting, providing assistance with communication and/or advising on your needs.

Who is an advocate?

An advocate speaks on behalf of you to ensure your best interests are represented.

If I want an advocate or support person, what do I need to do?

If you would like to nominate an advocate and/or support person, they need to complete a nomination form, so we know who they are. If you would like both an advocate and a support person, each person must complete this form. A copy of this form will be provided to you when we deliver your Service Agreement.

I have an advocate and/or support person, what now?

We will contact your advocate/support person so they can be present when decisions, discussions occur. We will ensure that they have access to all relevant organisational policies, procedures and services. We will contact your family/enduring power of attorney where you are unable to make an informed choice regarding advocacy. They will be asked to make a decision on your behalf.

Our care team will explain your care plan, service agreements, services, reviews and plan monitoring methods to you and your advocate/support person so you both understand what is being provided by our service. We will ensure all information regarding our services are offered to you in a format that works for you. This includes using the assistance of interpreters and technologies. We will, to the best of our ability, ensure you and your advocate/support person understands the information.

We will ensure that you and/or your advocate/support person understand and agree with any decisions made with you.



ADVOCACY SERVICES YOU CAN ACCESS

If at any time, we are concerned you don't have sufficient support to speak for yourself, we will facilitate access to an independent advocate on your behalf.

However, you have the right to make your own decision as to whether you need an advocate, wish to change your advocate or nominate who the advocate will be.

Advocacy Services You Can Access:

ADA Australia (formerly QADA)

P: (07) 3637 6000 or 1800 818 338

E: sel@uccommunity.org.au

Aged & Disability Advocacy Australia

P: (07) 3637 6000 or 1800 818 338

E: info@adaaaustralia.com.au

National Disability Insurance Scheme

Quality and Safeguards Commission

P: 1800 035 544

AMPARO Advocacy Inc.

P: (07) 3354 4900

E: info@amparo.org.au

Office of the Public Guardian

P: (07) 3234 0870

E: adult.guardian@justice.qld.gov.au

Complaints Resolution and Referral
Service (CRRS)

P: 1800 880 052

Qld Advocacy Incorporated (QAI)

P: (07) 3236 1122

E: qai@qai.org.au

Federation of Ethnic Community
Councils of Australia

P: (02) 6282 5755

E: admin@fecca.org.au

Speaking Up For You (SUFY)

P: (07) 3255 1244

E: sufy@sufy.org.au

National Disability Advocacy Program

E: disabilityadvocacy@dss.gov.au

TASC | Toowoomba

P: (07) 4616 9700 or 1300 008 272

NDIS CODE OF CONDUCT

The NDIS Code of Conduct helps providers and workers respect and uphold your right to safety and quality supports and services.

Under the NDIS Code of Conduct, providers and workers must:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner with care & skill.
- Act with integrity, honesty, and transparency.
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse.
- Take all reasonable steps to prevent sexual misconduct.

The NDIS Code of Conduct applies to:

- Registered NDIS providers
- Unregistered NDIS providers
- NDIA community partners
- LAC and ECEI providers
- Providers delivering information, linkages, and capacity building activities
- Providers delivering Commonwealth Continuity of Support Programme services for people over the age of 65.

“ We want you to know that you have the right to exercise choice and control when it comes to your plan and supports. ”

For more information about your rights or quality and safeguards in place by the NDIS Commission, visit www.ndiscommission.gov.au/.

PLAN MANAGEMENT GUIDELINES

In October 2020, fundamental changes came into effect by the National Disability Insurance Agency (NDIA). The new guidelines included updates to communication – when we (your Plan Manager) will communicate with you and when you need to communicate with us.

Please find a summary below:

We will contact you if:

- Your plan is coming to an end or if you are running low on funds. However, you are responsible for informing your service providers if this occurs.
- You are under or over utilising funds allocated in your plan.

You need to contact us if:

- You have an early plan review.
- Your support coordinator changes.
- You wish to change plan managers.

“ We want to set clear expectations, so you know what to expect when it comes to your plan management service. This includes when we will communicate with you and when you need to communicate with us. ”



Our Cancellation Policy

At Magenta Community Services, we understand that things change.

If at any time you need to cancel your plan management service, please:

-Provide 14 days written notice to your Plan Manager.

-Remember that we try to be as flexible as possible. If you are unable to provide 14 days notice we will try our best to accommodate your requirements. However, this may not always be possible.

When withdrawing from our plan management service, we are required to follow multiple administrative processes, including finalising your invoices, claiming monies and releasing funding – just to name a few.

This process takes time and can be impacted by delays outside of our control.

Please chat with your Plan Manager at the time of cancellation for more information.



FORMS FOR YOU TO KEEP

Plan Checklist: Can I Buy This?

To help you determine whether or not a purchase is likely to be within your NDIS plan and goals, we have put together a handy checklist. If you find it useful, complete the checklist prior to making a purchase and keep a record.

Date:

Item or Service:

Answer the following, relevant questions.

“The following forms may be useful at times during your plan management service with Magenta. Please read and get in touch if you have any questions.”

Is the item/service disability-related and will it assist me to reach the goals in my NDIS plan?	Y/N
Is the item/service reasonably priced and comparable to other options? Will I receive good value for my money?	Y/N
Do I have enough funds in my support budget to purchase this?	Y/N
Is the item/service safe and legal?	Y/N
Is it appropriate for this item to be funded by the NDIS instead of a different government service? For example, Health, Education or Housing.	Y/N
Will the item/service assist me to connect with my community, improve my relationships with family and friends or help to find/keep a job?	Y/N
Do I have sufficient CORE funding in my plan to pay for the item?	Y/N
Is the item considered low cost or low risk? Refer to the Assistive Technology Guide Level 1 and 2.	Y/N
Is the cost less than \$1,500? If you answer No, go through the Assistive Technology process and refer to the Assistive Technology Guide Level 3 and 4.	Y/N
Is the item something anyone would buy? If you answer yes, it is recommended that you seek a written recommendation from an allied health professional (e.g. speech pathologist, occupational therapist, podiatrist, physiotherapist etc...).	Y/N
I have attached a copy of a report from an allied health professional	Y/N

If you answered yes to all of the above questions, then it is likely that the item/service is within your NDIS plan and goals. Unsure whether or not you can buy the item or service? Chat with someone who can provide informed advice. For example, contact your Plan Manager, your Support Coordinator, your Local Area Coordinator, an Allied Health therapist or reach out to your peers and networks.

Advocate / Support Person Nomination Form

You are welcome to have a support person of your choice accompany you through any procedures or negotiations with our service (Magenta Community Services). Parents are legal representatives and are accepted as advocacy support people, without the need to complete this form.

This form is to be used when you choose to nominate a support person (friend or significant other), an individual or an organisation to advocate on your behalf or change your nominated support person/advocate.

Who is a support person? A support person assists you in your negotiations with our service. This may include interpreting, providing assistance with communication and/or providing advice about your needs.

Who is an advocate? An advocate speaks on behalf of you to ensure your best interests are represented.

What if you require both a support person and an advocate? You may choose to have both a support person and an advocate.

Advocate / Support Person Nomination Form

When completing this form, please strike out the term (advocate or support person) that does not apply. If both a support person and an advocate are being nominated, please complete a form for each.

I, _____ (name of service user / participant) nominate _____ to act as my support person / advocate, effective from _____ (insert date). Their contact details are: _____

(phone number/email): _____

Signature of Service User / Participant / Legal Representative

Information for Advocates

Who can be an advocate?

Advocacy is the process of standing alongside an individual who is disadvantaged and speaking out on their behalf in a way that represents the best interests of that person. If you have been asked to be an advocate, this means that someone would like you to act on their behalf. You may be a family member or friend, or a member of an advocacy service. Prospective advocates should be aware that interpreters cannot be used as an advocate, as they have a distinct role to play in interpreting communication between two or more parties.

Advocate Responsibilities:

Being an advocate may mean your attendance or involvement is required during assessments and reviews of the person accessing our services. It may also be required if the person needs a representative to communicate or negotiate with us on their behalf regarding access to their personal information, lodging a complaint; or any issue related to our service performance. We ask people accessing our services to complete our Advocate/Support Person Nomination Form when they wish to appoint or change their advocate. They are free to change their nominated advocate at any time, however, a new form is required when this occurs.

Definitions

Advocacy may involve speaking, acting or writing on behalf of an individual/group who has limited ability to exercise their rights. In our service, advocacy is a mechanism to facilitate the rights of a person accessing our services. As their nominated advocate, you may be requested to support them in exercising their rights.

For example the right to:

- Privacy and confidentiality
- Respect and dignity
- Quality services
- Information to inform decision making
- Choice and control
- Resolution of complaints
- Non-discrimination
- Protection of legal and human rights and freedoms from abuse and neglect.



Advocacy differs from mediation and negotiation. While mediation and negotiation processes aim to reach a mutually acceptable outcome between the parties, the role of the advocate is not impartial. An advocate has an obligation to operate entirely from the perspective of the person accessing our services in negotiating an outcome. Advocacy is concerned with genuine, major needs and aims to protect the interests and promote the welfare of the person accessing our services.

The advocacy perspective is specialised and quite distinct from the service provider's perspective. As advocates and advocacy organisations often stand in contradiction to the system in terms of attitudes towards people in need and beliefs regarding how best to serve them, effective advocates strive for independence and minimise conflict of interest. It is therefore inappropriate that interpreters accept an advocacy role, as their interpreting responsibility does not permit the necessary independence required of an advocate. Advocacy may involve a degree of conflict with service providers and other authorities and therefore may be costly in terms of emotional stress and other demands.

Checklist for Advocates

As an advocate of a person accessing our services, we ask you to be aware of the following and to ensure that:

- The person has given written authority for you to act on their behalf.
- You inform us that you are acting as their advocate
- You always act in the best interests of the person accessing our services
- The person is aware of any issues and developments in relation to services they receive and which you, as their advocate, may be involved in.
- The person is kept informed of any developments in relation to the issue/s where you are representing their interests, and that any decisions will be made by them.
- You encourage the person accessing our services to provide feedback to you about the services they are receiving.
- You advise the service about any changes in the person's circumstances and any concerns about their changing needs
- You are prepared to relinquish the role of advocate should the person accessing our services wish this
- You avoid representing the person in circumstances where there may be a conflict of interest
- You do not act as an interpreter for the person accessing our services while acting in an advocacy role.

Thank you for acting as an advocate. If you require any additional information, please contact the Magenta Community Services team.

Complaint Form

We respectfully request that you contact us in the first instance if you have a complaint by calling your Area Manager **before** completing this form.

If you have done this and would still like to lodge an official complaint in writing, please complete the form on the next page and **attach all relevant documentation** about your complaint.

Do you need some help completing this form or with the complaint process? The following third-party services, may be able to help:

Disability and Community Services: (07) 3224 7179 or 1800 177 120

Complaints Referral Service: 1800 880 052

Aged and Disability Advocates Australia:

(07) 3637 6000 or 1800 818 338

Translating and Interpreting Service: 131 450

SWITC Interpreting Service: (07) 3892 8559



YOUR DETAILS

Title (please circle)	Mr / Mrs / Miss / Ms / Other:
Family Name:	
First Name:	
Address:	
Suburb/Town:	
State/Post Code:	
Phone Number:	
Mobile Number:	
Email Address:	
Complaint Details: Please tell us about your complaint and attach any relevant documentation or additional pages to this form.	
What date did you first talk to a team member about this complaint?	
Who did you speak with?	
What did that person offer to do?	
How would you like this complaint to be resolved? What actions would you like us to take?	
Declaration	I declare that the information supplied by me in this form is, to the best of my knowledge, true and correct. I understand that this complaint, including the documentation, may be referred to the funding entity for the purpose of resolving the complaint. Information may also be used to inform and improve the practices undertaken by Magenta Community Services and where appropriate, for investigative and legal purposes.
Name:	
Signature:	
Date (Day, Month, Year):	

Suggestion for Improvement Form

This form can be completed by any person who believes there could be an improvement made in the services provided by Magenta Community Services. Please complete the fields below and return to us in person, via email or by post. Upon receipt of the completed form, you will receive a formal response within two weeks.

YOUR DETAILS

Your name / name of the person suggesting the improvement:	
Date:	
What Improvement would you like to suggest? Attach additional pages if needed.	
How would you like to see us make this improvement? What are your recommendations? Attach additional pages if needed.	

OFFICE USE ONLY

Date of response:		Staff Member:		Method: (Email, Phone, In Person, Mail)	
Where a response is made via phone or in person, document the following:					
Response/Action:					

NDIS PROVIDER BILLING DETAILS

As a Plan Management service, we process and pay invoices in accordance with our service agreement requirements and obligations under the NDIS. To help us process your tax invoices, there is information we need you to include. Please read the following information, so you know what to include when generating and sending tax invoices to Magenta Community Services Pty Ltd.

Remember, if you have any questions or concerns, please contact our Plan Management Team on 07 4580 2568 or planmanager@mcsnsw.com.au.

This form can be completed by any person who believes there could be an improvement made in the services provided by Magenta Community Services. Please complete the fields below and return to us in person, via email or by post. Upon receipt of the completed form, you will receive a formal response within two weeks.

PARTICIPANT NAME:

NDIS Number:

The abovementioned NDIS participant has nominated Magenta Community Services Pty Ltd to manage their funding for NDIS supports.

If you are a provider that has entered into an agreement with the above participant, to provide eligible products or services under the terms of the approved NDIS plan, please email any invoices or payment requests relevant to that supply to:
planmanager@mcsnsw.com.au

The following information should be included in a compliant tax invoice

- The participant's name and NDIS reference number (as listed above).
- Support type delivered.
- Date(s) and total hours and/or the quantity of support delivered.
- NDIS support item reference number (if available).
- Support item price, including GST if applicable.
- Your business name and ABN.
- Your bank account details for electronic funds transfer.



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PO Box 9143, Toowoomba QLD 4350
07 4580 2568
planmanager@mcsnsw.com.au
ABN: 91 159 403 746

Magenta Plan Managed Participant Information FORM

Please complete ALL sections of this form and attach a copy of your current plan. If you have any questions, please contact our team on 07 4580 2568 or planmanager@mcsnsw.com.au.

YOUR DETAILS:

Full Name:	
Date of Birth:	
Gender:	
Cultural Identity:	
Primary Disability:	
Contact Number/s:	
Email Address:	
Address:	
NDIS Number:	
NDIS Plan Attached: Please note we require a copy of your plan in order for us to do the service agreement.	
Start Date:	
End Date:	

Magenta Plan Managed Participant Information FORM

OFFICE USE ONLY:

Participant Permissions:

Entered into MYOB:





“ Thank you for your time today. We are in the process of finalising your Plan Management Services. Our team member will be in touch shortly about the next steps. In the meantime, if you have any questions, please get in touch with us. We are here to help. ”



Southern QLD Office
(07) 4633 4967



Plan Management
(07) 4580 2568
0447 299 078



planmanager@mcsnsw.com.au



info@mcsnsw.com.au